

(19) World Intellectual Property
Organization
International Bureau



(43) International Publication Date
25 November 2004 (25.11.2004)

PCT

(10) International Publication Number
WO 2004/102349 A2

- (51) International Patent Classification?: **G06F**
- (21) International Application Number:
PCT/US2004/014771
- (22) International Filing Date: 12 May 2004 (12.05.2004)
- (25) Filing Language: English
- (26) Publication Language: English
- (30) Priority Data:
60/470,106 12 May 2003 (12.05.2003) US
- (71) Applicant (for all designated States except US): **AWARE, INC.** [US/US]; 40 Middlesex Turnpike, Bedford, MA 01730-1432 (US).
- (72) Inventors; and
- (75) Inventors/Applicants (for US only): **WAHL, Jim**

[US/US]; 18 Holbrook Drive, Nashua, NH 03062 (US).
LUND, Michael [US/US]; 110 Prospect Street, West Newton, MA 02465 (US).

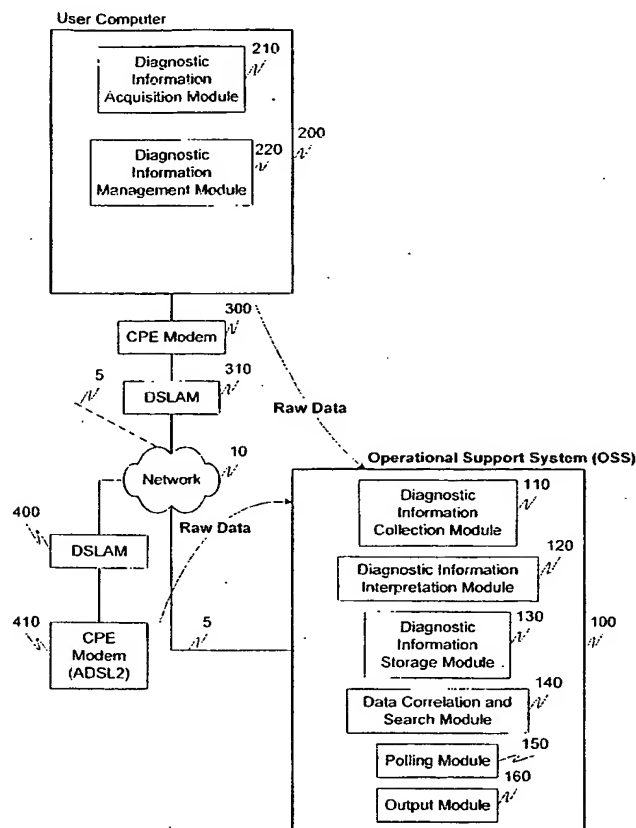
(74) Agent: **VICK, Jason, H.**; Miles & Stockbridge P.C., 1751 Pinnacle Drive, Suite 500, McLean, VA 22102 (US).

(81) Designated States (unless otherwise indicated, for every kind of national protection available): AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BW, BY, BZ, CA, CH, CN, CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, EG, ES, FI, GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ, NA, NI, NO, NZ, OM, PG, PH, PL, PT, RO, RU, SC, SD, SE, SG, SK, SL, SY, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, YU, ZA, ZM, ZW.

(84) Designated States (unless otherwise indicated, for every kind of regional protection available): ARIPO (BW, GH, GM, KE, LS, MW, MZ, NA, SD, SL, SZ, TZ, UG, ZM,

[Continued on next page]

(54) Title: TELECOMMUNICATION DIAGNOSTIC INFORMATION MANAGEMENT



(57) Abstract: A diagnostic tool is adapted to include the capability of initiating one or more diagnostic tests, collecting the raw data from the diagnostic test(s) and transporting the raw diagnostic data to an OSS. The OSS interprets the raw diagnostic data and stores the results in a database. The stored results can be searched, sorted, manipulated, analyzed, and the like. The results of any of these operations can then be, for example, displayed to one or more entities such as customer support, network operators, network planners, or the like.



ZW), Eurasian (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HU, IE, IT, LU, MC, NL, PL, PT, RO, SE, SI, SK, TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.

Published:

- *without international search report and to be republished upon receipt of that report*